3004-01 Complaints Policy

Part A Complaints

1 The Board, Management and Staff of ABC Awards (ABC) are committed to providing a quality service. In order to do this we will listen and respond to the views of our customers.

2 Complaints, comments and any other expressions of dissatisfaction are taken seriously and are dealt with promptly and appropriately. We aim to learn from these observations and to improve the quality of service we offer.

3 All customer complaints received in writing are recorded. Sufficient detail must be provided by a complainant in order to facilitate further investigation, and must include: name of complainant; name of centre; qualification title (if applicable); nature of complaint.

4 Any complaints made via the telephone or received through customer surveys and external moderation reports will be dealt with at administrative level wherever possible but will not be recorded.

5 Where a complaint concerns a learning provider, complainants will be expected to have been through their learning provider complaints procedure prior to involving ABC.

6 **Scope of Complaints**

ABC will consider complaints regarding their regulated functions and any other service it may provide to stakeholders. Complaints may be received regarding the delivery and assessment of ABC qualifications, the content of ABC qualifications, ABC sub-contracted moderators and examiners, qualification development specialists, advisers[1] and ABC organisation and staff.

6.1 Issues specifically relating to results will be considered under our Enquiries Policy (cf. 3003-01 Enquiries and Appeals Policy).

6.2 Issues specifically relating to malpractice and/or maladministration will be considered under our Malpractice and Maladministration Policy (cf. 3010-01 Malpractice and Maladministration Policy).

7 Complaints will only be considered if the complaint is judged by ABC to be current i.e. during the lifetime of the course and the subsequent appeals period, or during a period in which staff or sub-contractors are still engaged.

8 **How to complain**

Put your complaint in writing and submit to ABC through the enquiries form on the web site,or email or post to ABC's Quality Manager or any other member of ABC staff.

8.1 In line with our customer service statement, an acknowledgement will be made within five working days of receipt of any written complaint.

[1] Adviser relates to ABC authorised overseas representatives

9 Complainants will be kept informed at each stage of the investigation process and initially within 10 working days of our acknowledgement.

Part B Vexatious and Persistent Correspondence

1 ABC will respond to and investigate complaints according to Part A above

2 ABC offers a transparent complaints procedure and will keep complainants informed throughout the investigation. Complainants must, however, allow ABC sufficient time to carry out a thorough investigation.

3 ABC will not engage with abusive or persistent correspondence from complainants, as this is detrimental to the efficient use of its resources.

4 Repeated contact with no new evidence and/or abusive correspondence from a complainant will be considered as vexatious correspondence.

5 Where correspondence and/or behaviour is deemed to be vexatious, ABC will refer the complainant to this policy, explaining that if the communication continues in this manner all correspondence will cease.